

Appl. No. 10/087,713
Reply to Office action of Oct. 4, 2004

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (currently amended) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;
providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, and the speech terminals accessing data in the CIS through voice or digital signals; and
distributing calls to the speech terminals using an electronic attendant coupled to the server through the computer first network;
wherein the electronic attendant comprises a public attendant or a corporate attendant.
2. (original) The method of claim 1 wherein the voice signals are recognized through speech recognition technology.
3. (original) The method of claim 1 wherein the server is a modular appliance.
4. (original) The method of claim 1 wherein the second network comprises a public communications network and/or a private communications network.
5. (original) The method of claim 4 further comprising distributing incoming calls from the public communications network to the private communications network.
6. (original) The method of claim 4 further comprising distributing outgoing calls from the private communications network to the public communications network.
7. (original) The method of claim 4 further comprising distributing incoming and outgoing calls to the private communications network.

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8. (original) The method of claim 4 further comprising distributing incoming and outgoing calls to the public communications network.

9. (original) The method of claim 1 wherein the electronic attendant is comprised of a public attendant and a corporate attendant.

10. (original) The method of claim 9 wherein the public attendant distributes calls from speech terminals external to the organization.

11. (original) The method of claim 9 wherein the corporate attendant distributes calls from speech terminals internal to the organization.

12. (original) The method of claim 1 wherein the speech terminals are attended devices.

13. (original) The method of claim 1 wherein the speech terminals are unattended devices.

14. (original) The method of claim 1 further comprising accessing one or more parties through a speech terminal using the e-mail address, phone number, or any other form of identification for the one or more parties stored in the CIS.

15. (original) The method of claim 1 wherein user authentication is required to access data in the CIS.

16. (original) The method of claim 15 wherein the authentication comprises entering a code into a speech terminal.

17. (original) The method of claim 15 wherein the authentication comprises a matching voice characteristic.

18. (original) The method of claim 1 further comprising dynamically associating a user with a speech terminal using data stored in the CIS.

19. (original) The method of claim 18 further comprising storing the association between the user and the speech terminal as a user profile, the CIS accessing the user profile every time the user logs on to the mobile communication system using the speech terminal.

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20. (original) The method of claim 1 further comprising updating the data in the CIS using a speech terminal by a user or other users registered in the CIS.
21. (original) The method of claim 1 wherein the data includes contact information.
22. (original) The method of claim 1 wherein the data includes e-mail messages.
23. (original) The method of claim 1 wherein the data includes address information.
24. (original) The method of claim 1 wherein the data includes calendar and task lists.
25. (original) The method of claim 1 wherein the data includes directory lists.
26. (original) The method of claim 1 wherein the data includes sales force automation information.
27. (original) The method of claim 1 wherein the data includes field force automation.
28. (original) The method of claim 1 wherein the data includes information related to an organization's employees.
29. (original) The method of claim 28 wherein the data includes information from data repositories internal to the organization.
30. (original) The method of claim 28 wherein the data includes information from data repositories external to the organization.
31. (original) The method of claim 1 wherein the data includes information from databases and web sites on the Internet.
32. (original) The method of claim 1 further comprising commanding the server to perform tasks using a speech terminal.
33. (original) The method of claim 32 wherein the tasks include sending and receiving messages.
34. (original) The method of claim 33 wherein the messages are e-mail messages.

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35. (original) The method of claim 32 wherein the tasks include forwarding calls.
36. (currently amended) The method of claim 32 wherein the tasks task include conferencing with other parties using the speech terminals.
37. (original) The method of claim 1 further comprising providing a set of responses to a speech terminal, the set of responses dynamically changing depending on the speech terminal.
38. (original) The method of claim 37 wherein the set of the responses to the speech terminal includes a recorded message.
39. (original) The method of claim 37 wherein the set of responses to the speech terminal is an on-the-fly translation of responses into sounds using text-to-speech technology.
40. (original) The method of claim 1 wherein the speech terminals includes multi-modal interfaces.
41. (original) The method of claim 40 wherein a user can input information to the server through the multi-modal interfaces using text, keystrokes, and speech recognition.
42. (original) The method of claim 40 wherein the multi-modal interfaces present information to the server using a combination of sound, text, graphics, and video.
43. (original) The method of claim 42 wherein the sound is generated by text-to-speech technology.
44. (original) The method of claim 42 wherein the sound is generated by playing recorded files.
45. (original) The method of claim 42 wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces.
46. (original) The method of claim 42 wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces.
47. (original) The method of claim 1 wherein the speech terminals include telephones.

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48. (original) The method of claim 1 wherein the speech terminals include personal digital assistants.

49. (original) The method of claim 1 wherein the speech terminals include computers.

50. (original) The method of claim 1 wherein the network is the Internet.

51. (new) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;

providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, the speech terminals accessing data in the CIS through voice or digital signals;

distributing calls to the speech terminals using an electronic attendant coupled to the server through the first network; and

accessing a user profile every time a user logs onto the mobile communication system using a speech terminal.

52. (new) The method of claim 51 further comprising dynamically associating a user with a speech terminal using data stored in the CIS.

53. (new) The method of claim 51, wherein the user profile stores an association between the user and a speech terminal.

54. (new) The method of claim 51, wherein the user profile stores a password.

55. (new) The method of claim 51, wherein the user profile stores a PIN-code.

56. (new) The method of claim 51, wherein the user profile stores a user preference.

57. (new) The method of claim 51, wherein the user profile stores an alternate login name.

58. (new) The method of claim 51, further comprising updating the data in the CIS using a speech terminal by a user or other users registered in the CIS.

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59. (new) The method of claim 51, wherein the data includes contact information, e-mail messages, address information, and calendar.

60. (new) The method of claim 51, wherein the data includes information related to an organization's employees.

61. (new) The method of claim 51, wherein the CIS accesses the user profile when the user logs on to the mobile communications system using a speech terminal.

62. (new) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;
providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, the speech terminals accessing data in the CIS through voice or digital signals;
distributing calls to the speech terminals using an electronic attendant coupled to the server through the first network; and
providing a set of speech responses to a speech terminal.

63. (new) The method of claim 62, wherein the set of responses dynamically change depending on the speech terminal.

65. (new) The method of claim 62, wherein the set of the responses to the speech terminal includes a recorded message.

65. (new) The method of claim 62, wherein the set of responses to the speech terminal is an on-the-fly translation of responses into sounds using text-to-speech technology.

66. (new) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;

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providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, the speech terminals accessing data in the CIS through voice or digital signals; and

distributing calls to the speech terminals using an electronic attendant coupled to the server through the first network;

wherein the speech terminals include multi-modal interfaces.

67. (new) The method of claim 66, wherein the multi-modal interfaces use at least two different forms of input from among text, keystrokes, or speech recognition.

68. (new) The method of claim 66, wherein the multi-modal interfaces present information to the user using a combination of at least two different forms of output, the different forms of output including sound, text, graphics, or video.

69. (new) The method of claim 68, wherein the sound is generated by text-to-speech technology.

70. (new) The method of claim 68, wherein the sound is generated by playing recorded files.

71. (new) The method of claim 68, wherein the sound is generated by a continuous stream of sound data sent to the multi-modal interfaces.

72. (new) The method of claim 68, wherein the video is generated by a continuous stream of video data sent to the multi-modal interfaces.

73. (new) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;

providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, and the speech terminals accessing data in the CIS through voice or digital signals;

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distributing calls to the speech terminals using an electronic attendant coupled to the server through the first network; and

caching information from the CIS on the server.

74. (new) The method of claim 73, including recording messages in the server.

75. (new) The method of claim 74, including transferring the recorded messages to the CIS and storing the messages on the CIS.

76. (new) The method of claim 73, including:

providing a plurality of servers coupled to the CIS; and

synchronizing user information among the plurality of servers using the CIS.

77. (new) The method of claim 73, wherein the server comprises a modular appliance.

78. (new) The method of claim 73, wherein the information cached from the CIS on the server comprises user information.

79. (new) The method of claim 73, wherein the information cached from the CIS on the server comprises contact information.

80. (new) The method of claim 73, wherein the information cached from the CIS on the server comprises address information.

81. (new) The method of claim 73, wherein the information cached from the CIS on the server comprises e-mails.

82. (new) The method of claim 73, wherein the information cached from the CIS on the server comprises information regarding parties that are defined as addressable parties.

83. (new) The method of claim 73, including accessing a user profile every time a user logs onto the mobile communication system using a speech terminal.

84. (new) The method of claim 83, including providing a set of speech responses to a speech terminal.

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85. (new) The method of claim 73, including providing a set of speech responses to a speech terminal.

86. (new) A method for conducting mobile communications, comprising:
providing a server for a plurality of users, the server coupled to a corporate information system (CIS) in an organization via a first network;
providing a plurality of speech terminals for a plurality of users, the speech terminals coupled to the server through a second network, and the speech terminals accessing data in the CIS through voice or digital signals;
connecting to the server from a speech terminal and configuring the server through the speech terminal and an electronic attendant;
installing a software component related to the server on the CIS and configuring the CIS to use the software component; and
distributing calls to the speech terminals using the electronic attendant coupled to the server through the first network.

87. (new) The method of claim 86, wherein configuring the CIS to use the software component includes storing configuration information specific to the server.

88. (new) The method of claim 86, wherein configuring the CIS to use the software component includes configuring accounts and changing permissions and storing configuration information specific to the server.

89. (new) The method of claim 86, wherein the server comprises a modular appliance.

90. (new) The method of claim 86, including caching information from the CIS on the server.